ACM Outreach Program – Meeting with AWP Personnel

On May 29th and May 30th ACM-20 visited the Western Pacific Region (AWP) to exchange information on configuration management (CM). It's part of ACM's outreach program intended to ensure effective communication with the CM community and its stakeholders. ACM would like to thank Helen Harris and her organization for their gracious hospitality and the opportunity to have an excellent exchange of information. From the picture you can see we enjoyed our visit to the regional office and SCT!

 We learned much and intend to respond to concerns we heard. During the visit ACM provided CM initiative and policy briefings (http://www.faa.gov/cm/briefings/outreach%20overview.pdf) and a demonstration of the Agency CM tool, WebCM, which is to be implemented soon. Also, we visited the Southern California TRACON facility and met with SMO personnel. We thank them for their hospitality and taking the time from their busy schedules to meet with us. We intend to continue our Outreach Program with additional visits to regional offices and various facilities. ACM hopes to make another two trips before the end of fiscal year 2002. Below is a summary of what we heard during our two-day visit.

AWP RO and SCT Issues & Concerns:

- Need upper management to support CM at the top levels.
- CM is bureaucratic, time-consuming, extra work, etc. It's also essential to field and maintain equipment.
- How soon will CM web site (WebCM) be available? 6 months?
    - Will historical archives be available as well?
    - Will access be available to SSC managers?
    - DOCCON has been a problem for field sites. Need application that can be accessible through dial up connection without additional software and training.
    - Need regional feedback for "needs" to drive CM Automation tools and priorities.
    - How will field sites without Intranet access get to CM Portal, WebCM, etc?
    - What about grand fathering old NCP data?

- It is imperative to have a CAEG viewer to use with WebCM and other CM Automation tools for dealing with MicroStation, AutoCAD, and etc. files.
- WebCM Test Drive Feedback:
  - Technical Employee Suggestion (TES) link to the Case File – need metadata for TES attachment.
  - Add auto-save and save incomplete draft.
  - Multiple passwords related to co-chairs for CCBs.
  - Need larger text in Case File form.
  - Blocks 12 & 13 need to be more intuitive.
  - Auto-forward reassignments rather than one-on-one and group listings, like e-mail.
- CM implementation impacted due to manpower, funding and payback. (Resources are a real problem in the field, both funding and manpower)
- Concern regarding time involved in reviewing NCPs. Need to identify efficiencies, so that not everyone needs to review all NCPs. Recommend changing guidelines so that changes that are minor impact require minimal review and major impact requires major review.
  - Problem with Must Evaluation process, evaluators are often out in the field and aren't back in the office until review due date has passed.
  - Field responses are sometimes non-concur simply due to insufficient time allocated for reviews.
  - Number of NCPs being processed/reviewed is climbing.
  - Instructions for case file form, etc. from NAS-MD-001 should be included in 1800.66
  - Size of 1800.66 Change 1 is daunting compared to old 1800.8f.
  - It is unclear when an NCP is required versus other change vehicles (EMS, etc).
  - Some field sites don't maintain books with changes approved.
  - Concerns/perceptions of plans related to CM and change processing.
- Field offices can't always manage floor space issues of existing baselined facilities and baseline new items.
  - Currently having to balance priorities of baselining additional facilities versus performing preventive maintenance (PM) on field equipment. PM wins out.
  - It currently takes approximately one week per site (13 total) to perform annual updates to existing SCT (?) baselined facilities. Now being asked to add more sites. Nine LOBs are fighting for SCT floor space. Need to reevaluate mandate to baseline all AFSS, ATCT, etc. facilities.
  - New mandate from AFZ requires baselining of all circuit breakers.
  - Recommend dedicated staff to create and maintain baselines. Recommend funding specifically tagged for CM and baselining tasks.

Comments and Actions:
- ACM-20 will be developing training for 1800.66 to facilitate use and implementation.
- ACM-20 will review the possibility of attached scanned images to old DOCCON data.
- CAEG PO does have some licenses for Myriad viewer and red-liner software. ACM will review WebCM requirements for including CAEG viewer capabilities.
- ACM is working on integrating WebCM and MMS for CCD actions.
- ACM will investigate including TES supplemental data in WebCM.
- Specific updates to FAA Order 1800.66 will be made to address issues.
- Archive data will be available through the virtual Document Control Center (vDCC).
- All users with Intranet capability will have access to WebCM. Most field sites are currently being connected with T-1 lines.
- ACM will meet with AFZ to discuss requirement to baseline all circuit breakers.
- Provide organization charts of ACM-20 & SETA WBS-5 personnel.
- Provide Helen Harris slide of the CCB Structure